# GOVERNMENT OF INDIA
# CIVIL AVIATION
# LOK SABHA

UNSTARRED QUESTION NO:2834
ANSWERED ON:11.08.2003
CONCESSIONAL TICKETS
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**Will the Minister of CIVIL AVIATION be pleased to state:**

(a) the facilities being provided by Indian Airlines and Air India to freedom fighters, senior citizens, women and serious patients from poor background;

(b) the number of free tickets given by AI/IA on compassionate ground to patients suffering from serious ailments during the last three years;

(c) the criteria adopted for providing the facilities;

(d) whether the said category of persons have submitted any charter of demands or memorandum since January 1, 2001 to the airlines and the Government;

(e) if so, the details thereof; and

(f) the action taken by the Government in this regard and the outcome thereof?

## Answer

MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION ( SHRI RAJIV PRATAP RUDY )

(a): Both the airlines are offering special discounts on the basic fare on its domestic routes to senior citizens, cancer patients, armed forces personnel and blind persons. The facilities currently provided by both airlines to senior citizens, cancer patients, armed forces personnel and blind persons are (i) 50 to 80% discounts on fares depending upon category (ii) Special arrangements are made for passengers needing attention, (iii) Customer service counter exists at all airports to provide assistance to passengers on wheelchairs, ladies with infants, old persons, stretcher cases, etc. (iv) wherever possible they are accommodated near the toilets and floor level exits provided to chutes, (v) they are accommodated in seats allowing the maximum space for their comfort or space for leg support devices. (vi) they are accommodated in seats nearby to permit quick access to aids when needed, (vii) where possible elderly passengers are provided aisle seats. Wheelchairs are provided to old and sick passengers by Air India at all airports on request without any charge on production of medical certificate sick passengers and stretcher cases are required to be medically cleared by Air India Medical Services Department prior to acceptance for travel.Arrangements are also made for Ambulift as well as Ambulance if required at both embarking and disembarking stations at CSI airport. The eligibility criteria for old person is 65 years in case of male senior citizen and 63 years in case female on the date of commencement of journey.

(b)and (c): Free Ticket issued on medical and compasssionate grounds by Air India and Indian Airlines are as follows:

| Year | Air India | Indian Airlines |
|---|---|---|
| 2000-2001 - | 6 | 6 |
| 2001-2002 - | NIL | NIL |
| 2002-2003 - | NIL | 4 |

Free tickets are issued to the patients suffering from serious ailments in isolated cases, against specific requests, on extreme compassion.

(d), (e) and (f):Both the Airlines have no plans either to enhance these facilities currently nor have they received any demand for enhancement of these facilities in the recent past.